

NORTH
SANTORINI
A LUXURY SPA HOTEL

Dear Guest,

The management and the staff of North Santorini Luxury Spa Hotel welcome you and wish you a pleasant stay.

In this directory you will find helpful information about our hotel services.

If any queries, please do not hesitate to contact any member of the front desk or the hotel management.

We wish you an enjoyable stay and we hope to have the pleasure to welcome you back during your next trip to Santorini Island!

GENERAL INFORMATION

Akau Restaurant: The main restaurant of North Santorini is a gastronomic destination for the visitors and the locals of the island. The soothing allure, the sunset view, the island's east side and the Nikkei Cuisine make Akau restaurant more than just an experience, but a pleasure for all your senses.

Inspired by the Peruvian and Japanese cuisines and influenced by the gastronomic heritage of Santorini, here you will enjoy a menu with tastes bursting with creativity, refined materials, and culinary love.

Akau restaurant is now open and bookings are required. For reservations or further information please contact our restaurant or front desk.

Reception: The Reception desk is available 24 hours. For phone calls, please dial 0 from the North Villas phones. For phone calls from North Suites, please press the RECEPTION button. In addition, direct chat through North Santorini Hotel App is available 24/7.

Arrival /Departure: Check-in on your day of arrival from 15:00 pm, check-out on your day of departure is until 11:00 am. Please, remember to hand in your key and settle your account at the reception. Late check-out would be subject to availability and subject to extra charge.

You are more than welcome to stay with us after the check-out time and enjoy the sun as long as you desire it at the main infinity pool bar area of the hotel and use the hotel's facilities while the front desk team looks after your luggage.

Housekeeping Service: We provide daily housekeeping service between the hours of 8:00 am to 15:00 pm. In case of the housekeeping service is not necessary please inform the front desk agent via North Santorini Hotel App chat.

Concierge: Feel the air changing by your arrival and visit the famous blue domes, hidden beaches, organize volcano excursions, catamaran/speed boat cruises, photo-shooting, restaurants, wine tasting tours, a wide range of services and recommendations while your stay in Santorini island is provided complimentary by our Concierge team.

Book a short coffee chat by the infinity main pool of the hotel and pick your map and a list of the top 10 lifetime experiences to have before you depart...

Breakfast: Breakfast is served daily 8:00 am to 11:00 am at the breakfast area nearby the main pool.

Download the Hotel's App and select on the category "Breakfast Card" your favourite options as well as your coffee and juice and send it out before midnight.

Breakfast room service is also available for an extra charge, if interested please click the room service check square below the menu before sending your order. Vegetarian diet options are included on the menu. Please contact our front desk team for further info. If you wish to change your breakfast options from day to day, please complete a new card through your Hotel's App before midnight.

Early Breakfast: If your departure is early in the morning or if you plan an excursion, we will be happy to offer you, a simple breakfast as a sandwich and juice. For further info, please contact the reception desk, the evening before.

Spa Facilities / Fitness Area: Hotel's Spa operates daily 10:00 am to 19:00 pm and reservations are required for a wide range of treatments. Access in fitness area requires also reservation due to strict Covid-19 hygiene protocols.

Water: Tap water is not considered potable due to high level of saltiness. There is not harm in using it for brushing your teeth or taking a shower. Bottled water is available for purchase from the room service menu.

Smoking Rules: Smoking inside the rooms is not allowed including shisha - narghile equipment. Smokers are welcome to enjoy smoking at the balcony of the suites & villas of the hotel. Thank you for maintaining a smoke-free microclimate for all the hotel's guests.

Safety Deposit Box: Guests are advised to use the safety deposit boxes located on all suites & villas for keeping their valuables as the hotel is not responsible for lost, damaged or missing personal items. To create your unique locking / unlocking code, directly type four digits and hash (# or A) for example 1234# then lock the safe box and unlock it anytime. At the end of your stay please leave the safe box door open.

Internet Access: WIFI is free throughout the hotel.

Network name: NORTHSANTORINI

Password: north2021!

Mini Bar: We are welcoming you to your room with complimentary drinks in the mini bar fridge including a bottle of still water and local refreshments. For any further order you are recommended to use the room service menu.

Room Service: Whether for a leisurely breakfast in bed, a romantic meal on your private terrace or a light bite after a long day of sightseeing, choose from our extensive menu, delivered daily in your suite or villa upon request.

Room service includes all day and dinner menu as long as a wide range of wines and cocktails. Food menus are daily served in your room from 8:00 am to 23:00 pm. Beverages are available 24/7. (Specific beverages options after 23:00 pm are available)

Wake-Up Service: In order to arrange a wake-up call please contact the front desk.

CCTV: CCTV Operates for your safety in all areas of the hotel. Please note that the hotel is not responsible for the loss of valuables incurred during your stay.

GDPR: By signing your registration form you give your consent to North Santorini Luxury Spa Hotel for the processing and use of your personal information according to GDPR for administrative and marketing purposes as well as for reasons of public health protection.

TOILETS: Guests are requested to use the bins provided for all waste paper. Failure to do so can lead to drainage issues, which can take time to rectify.

Infinity Main Pool / Sunbeds: The sunbeds by the main infinity pool area are free of charge for hotel guests. The infinity main pool is available for use from 9:00 am to 19:00 pm, enjoy the view and the hot sun!

MEDICAL SERVICE/ PHARMACY: If you require medical help please contact the front desk, our corporate doctor is available 24/7. The nearest pharmacy is located within a short distance.

POOL-HOT TUB SAFETY

To ensure the safe and enjoyable use of the pool/hot tub we request that you read through and adhere to the rules of this safety document.

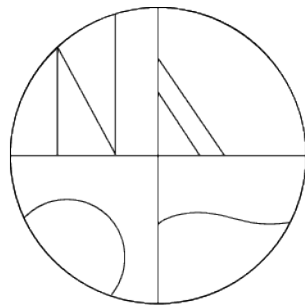
- Shower with soap and water before and after using the pool/hot tub. Showering before use, washes away many of the common skin bacteria and removes lotions, deodorants, creams etc which reduce the effectiveness of the pool sanitizer which disinfects the water.
- Ensure no contaminants such as bubble bath, shower gels, shampoos, oils, lotions etc are placed in the water, as this can upset the chemical balance of the water and can result in allergic reactions or needs to be shut down and refill it.
- Guests with heart disease, diabetes, high blood pressure or any other serious illness should not enter a pool/ hot tub without prior consultation with their doctor.
- Take care when entering and leaving the pool/hot tub. When leaving, legs muscles may be relaxed enough to make you unsteady.
- Avoid entering the pool/hot tub immediately after exercising, as the water temperature can affect the heart rate.
- Pregnant women should consult with your doctor first.
- Avoid using the pool/hot tub immediately after a heavy meal

- If any allergic reaction occurs leave the pool/hot tub and rinse off in the shower. If the reaction persists contact reception.
- Never handle any corded electrical device while you are in or around the water. Never place electrical appliances on the pool/hot tub edge.
- Never use glass near or in the pool/hot tub as broken glass can cause a risk to people in barefoot and is very difficult to see within the water. No glass containers for food or drink in the pool/hot tub
- Never use the pool/hot tub alone. If someone has a problem while in the water, there is someone else to help them
- If any fault or damage occurs with the pool/hot tub please contact reception
- Diving from the sunbeds is forbidden
- In case you wish to alter the water temperature please contact reception
- All persons using the pool/hot tub, do so at their own risk and sole responsibility. The hotel accepts no liability or the injury, death or loss associated with the use of the pool/hot tub. Eg clothes jewelry etc.

IMPORTANT: Any pool/hot tub that needs to be shut down due to misuse will incur a 500Euro charge to be shut down and refill it.

PLEASE NOTE: The water is checked and sanitized every day usually during your absence from the room. Safety in the pool/hot tub begins and ends with common sense. It is your responsibility to enforce the rules of safety within the lodge's pool/hot tub.

Be careful in and around and Enjoy your stay!



NORTH
SANTORINI
A LUXURY SPA HOTEL